

THE VALE OF GLAMORGAN COUNCIL

CABINET: 10TH OCTOBER, 2024

REFERENCE FROM GOVERNANCE AND AUDIT COMMITTEE:
23RD SEPTEMBER, 2024

“ DRAFT VALE OF GLAMORGAN COUNCIL ANNUAL SELF-ASSESSMENT
2023/24 (REF) –

The reference from Cabinet of 5th September, 2024 as contained within the agenda was presented by the Director of Corporate Resources.

Councillor E. Goodjohn stated that the 2023/24 version of the report was an improvement on last year's version, and he offered his thanks to the Performance Team. Councillor Goodjohn stated that the report should include more narrative in relation to the engagement activity undertaken by the Council as well as more information in relation to the issues around procurement to justify the ratings given to these aspects of the use of resources section. Councillor Goodjohn also highlighted that it would be useful to understand the number of people who had responded to social media polls. In addition, commentary around Council Champions did not cover everything that the Champions were doing, and this was something that could be picked up for next year's report. Councillor Goodjohn felt that not all the performance information / data was required, and he asked whether that could be streamlined. In addition, he also considered that the report needed to include more reflection of actions that had missed targets and how those linked to areas for improvement. That would be something for next year's report. Finally, Councillor Goodjohn stated that a list of objectives that had not been delivered during the year and a summary of lessons learned would also be useful.

Councillor J. Protheroe referred to complaints and the increase in the number of complaints compared to previous years. She asked for more detail around what work had been carried out over the summer in relation to corporate complaints and it was noted that the Annual Complaints Report would be presented to the Governance and Audit Committee over the next few months.

Councillor M. Hooper reiterated Councillor E. Goodjohn's comments regarding the improvement in the report this year. He commented that the Annual Self-Assessment report needed to have more information in relation to Oracle Fusion and he also asked whether the narrative in relation to Levelling Up and Transforming Towns Funds could be double checked for accuracy. Councillor Hooper stressed the importance of a public summary and infographics to help the understanding and communication with the public and he also asked for the inclusion of the ratings definitions to be incorporated into the report itself and not simply through a hyperlink.

The Chair, Mr. G. Chapman, asked whether the whole process could be simplified and was this just a compliance exercise. The Director of Corporate Resources

stated that the Annual Self-Assessment was not viewed by the Council as a compliance exercise, and it was instrumental in terms of how the Council looked at its improvement activity. The Chair also queried whether the use of percentages and actual figures in numbers could be improved, particularly in relation to engagement and consultations. The Chair also asked whether it could be made clearer where actions had not been fully delivered as well as the reasons why.

There being no further comments or queries, the Committee

RESOLVED –

(1) T H A T the draft Vale of Glamorgan Council Annual Self-Assessment 2023/24 be noted.

(2) T H A T the comments of the Governance and Audit Committee be referred to Cabinet for its consideration and for Cabinet to advise whether or not it accepts the individual recommendations raised by Governance and Audit Committee, those being:

For 2023/24 report:

- More narrative in relation to the Council's engagement activity judgement;
- More narrative in relation to the Council's procurement judgement;
- The actual number of people who had responded to social media polls;
- Increased narrative in relation to the issues around Oracle Fusion;
- For the commentary in relation to Levelling Up and transforming towns fund to be double checked for accuracy;
- For the definitions for each rating to be incorporated into the report itself and not through a hyperlink;
- Where percentages are used as a figure, for the actual number to also be provided; and
- The importance of a public summary and infographics to aid understanding and communication.

For 2024/25 report:

- More content around the work of Champions in terms of their engagement work;
- Streamlining of the amount of performance information / data within the report;
- More reflection and narrative in relation to areas of development;
- Where actions had not been delivered or achieved for there to be increased narrative around the reasons why; and
- The inclusion of a list of objectives that had not been delivered.

Reasons for decisions

(1) Having regard to the contents of the report and discussions at the meeting.

(2) To advise Cabinet of the views of the Governance and Audit Committee.”